



Virginia Department of Veterans Services

Strategic Priorities - Implementation

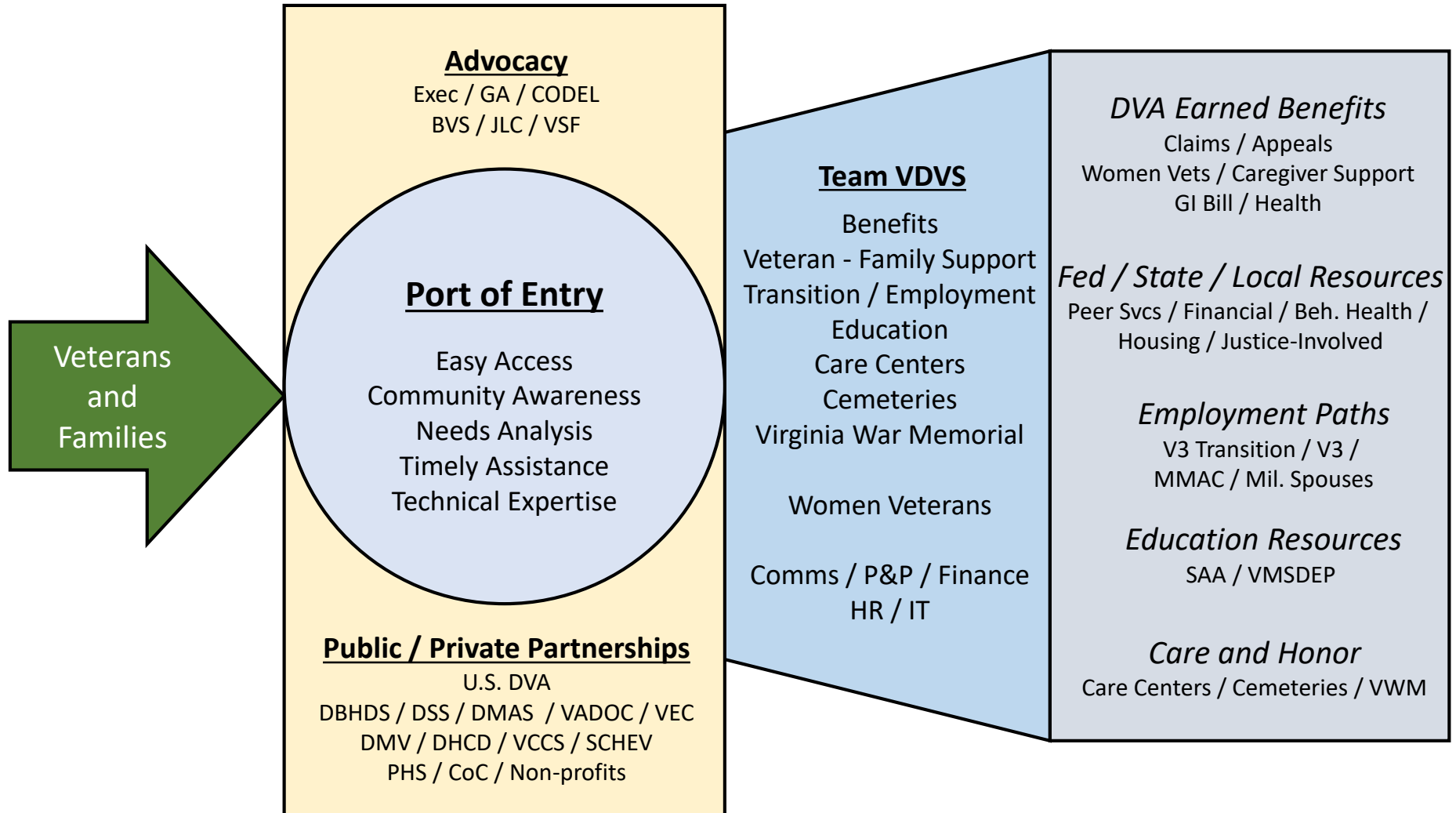
Presentation to the:
Board of Veterans Services
August 25, 2021

Commissioner John Maxwell

www.dvs.virginia.gov



Port of Entry to Services





Compact with Virginia's Veterans



- The Virginia Department of Veterans Services will unify the state's efforts in veterans services
- With a highly trained and professional workforce, we will serve as a primary port of entry to federal, state and community resources, connecting veterans and their families to earned benefits
- We will optimize technology advances to enrich services and increase outreach
- We will advocate for veteran quality of life enhancements and prioritize accessibility of services for transitioning service members, veterans, and their families throughout the Commonwealth



Fulfilling the Compact



Strategic Priorities

- Make Virginia the most veteran friendly state in the Nation
- Serve as a primary port of entry
- Invest in the VDVS Team

Lines of Effort

- Suicide Prevention through focused stakeholder coordination and programs
- Technological improvements (e.g. web applications and external interfaces with veterans and clients) that support service delivery
- Capacity to meet increasing numbers of veterans and families who require agency's current services
- Agency infrastructure – Strengthen the backbone of direct services delivery
 - Internal programs and positions
 - Improvements to VDVS information technology networks
- Communicate to veterans, and their families, and the public through outreach, marketing, social media, videography



Fulfilling the Compact



Lines of Effort

- *Suicide Prevention*
 - Better coordination with stakeholders to identify SMVF at risk and improve outcomes
 - Connect veterans to supportive services and financial resources
 - Provide readily available assistance for new clients
- *Technological Improvements*
 - Case management for holistic connection to services



Fulfilling the Compact



Lines of Effort

- ***Capacity to meet increasing numbers***
 - Improve veterans' and their families' access to services through entry points into VDVS
 - Enhance ability to connect SMVF to employment and other support services during transition
 - Enhance housing coordination services
 - Recruitment / retention of VDVS staff
- ***Agency Infrastructure***
 - Strengthen capability and capacity to improve support of VDVS staff and their services delivery
 - VDVS IT networks and applications designed to meet VITA standards



Fulfilling the Compact



Lines of Effort

- *Communicate*
 - Communicate to veterans, their families, and the public through marketing, social media, videography
 - Improve awareness of VDVS as a primary Port of Entry to services
 - Service line enhancements
 - New Care Centers: Jones & Cabacoy and Puller Veterans Care Centers
 - Military Spouse Liaison
 - Women Veterans
 - Response to increased media inquiries



Thank you!

John Maxwell, Commissioner

John.Maxwell@dvs.virginia.gov

(O) (804) 225-3526

(M) (804) 840-8548

Steven Combs, Chief Deputy Commissioner

Steven.Combs@dvs.Virginia.gov

(O) (804) 786-0294

(M) (804) 221-3602

Claudia Flores, Director of Policy & Planning

Claudia.Flores@dvs.virginia.gov

(O) (804) 225-4716

(M) (804) 212-8928

[**www.dvs.virginia.gov**](http://www.dvs.virginia.gov)